

PSA RULES AND REGULATIONS

Section 1. General Conditions

1-01 Introduction

The purpose of this publication is to establish and furnish information on the rules and regulations which have been adopted by the Henry County Public Service Authority of Henry County, Virginia in accordance with the Virginia Water and Waste Authorities Act.

1-02 Mission Statement

The mission of the Henry County Public Service Authority is to provide safe, high quality drinking water and sewer services to its customers in an open, honest, and efficient manner and to be good stewards of the resources provided to us.

1-03 Non-Discrimination

The PSA operates in a non-discriminatory basis with regards to race, color, national origin, religion, sex, familial status, age, or handicap. Complaints of discrimination may be sent to the U.S. Secretary of Agriculture, Washington, DC 20250.

1-04 Privacy Policy

The PSA will not release to anyone other than staff, counsel for the Authority, a collection agent, those persons covered by Section 15.2-5124 of the Code of Virginia, or the customer, any information concerning an account, payment history, address, telephone number, social security number, or other information in the file except in response to a valid court order, valid FOIA

request or the customer's direct authorization. (Privacy Policy and Release: Exhibit 1).

1-05 Board of Directors

The Public Service Authority is governed by a six-member Board of Directors appointed by the Henry County Board of Supervisors representing each of the county's magisterial districts. Board appointments are for four-year terms and the Board, at its January meeting, elects a Chairman, Vice-Chairman, Secretary, and Treasurer. The Board may adopt by-laws and shall appoint a general manager who shall serve at the pleasure of the Board. (Bylaws: Exhibit 2).

<u>Member</u>	<u>Phone</u>	<u>District</u>	<u>Term Expires</u>
James G. McInerney 152 Beechnut Circle Ridgeway, VA 24148	956-4260	Ridgeway	January 5, 2014
Stuart Bowman 281 Eliza Reamy Ave. Collinsville, VA 24078	647-7162	Collinsville	January 5, 2015
Mike Harris 2191 Green Hill Drive Martinsville, VA 24112	632-8438	Reed Creek	January 5, 2016
David C. Stovall 2236 Stones Dairy Road Bassett, VA 24055	673-6114	Blackberry	January 5, 2017
Katherine Rea (Kathy) P. O. Box 674 Spencer, VA 24165	957-3274	Horsepasture	January 5, 2016
Gerald Lawicki 100 Carlisle Road Axton, VA 24054	632-2789	Iriswood	January 5, 2015

Section 2. Application for Services

2-01 Required Information

The PSA shall accept, review, and render decisions on applications for water and/or sewer service to the premises described in the application from any person, group, firm, corporation or association, who are owners of or legally represent the owners of land or who are tenants of land within the PSA service area. The PSA reserves the right to approve, revise, request additional data, design or information on, or to disapprove any such application or plans pertinent thereto, which in the opinion of the PSA is to the best interest of the PSA.

Generally, application for service must be made in person at the PSA Customer Service Office; however, if the applicant is out of town, the application and required documents can be submitted by mail. Mailed applications must be notarized.

2-02 Home Ownership – Items Required to Sign-Up for Service (Exhibit 3)

In order to sign up for water and/or sewer service for a home that you own, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A picture ID.
- 2) A Social Security Number, as indicated on your Social Security card or any official, pre-printed document which shows your name and Social Security number.
- 3) Proof of ownership, which would include one of the following:
 - The deed on the property.
 - A current Henry County real estate tax ticket for the property.
 - A current printout from the Commissioner of Revenue's office verifying ownership.
- 4) If you haven't completed the purchase of the property, you must bring:

- The sales contract, or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing.
- 5) If you want service connected on the property prior to the closing date, you must bring:
 - A letter written and signed by the current property owner verifying early occupancy.
 - 6) Your deposit, which varies and is based on services required. The PSA Customer Service Office can give you the amount of your deposit; usually the deposit is \$90 for water or sewer and \$180 for both water and sewer. In some cases a letter of credit from another metered utility is accepted in lieu of a deposit. The letter of credit must show the previous 12 consecutive months of on-time payments. The Customer Service office can provide details on this option.
 - 7) A \$25 new account charge.

If a customer lives outside of Martinsville and Henry County at the time he or she is establishing service, the PSA will attempt to work with that customer to have documents mailed to their out-of-town address. Mail applications must be notarized when they are sent to the PSA office.

Your PSA account may be opened in the name or names that appear on your “Proof of Ownership” verification. If additional people are to have access to your account, you must list those people on the PSA’s Privacy Policy and Release Form.

2-03 Business Ownership – Items Required to Sign-Up for Service if Service is in Personal Name Instead of Business Name
(Exhibit 4)

In order to sign up for water and/or sewer service for a business location that you operate, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A picture ID.

- 2) A Social Security Number, as indicated on your Social Security card or any official, pre-printed document which shows your name and Social Security number.
- 3) Proof of ownership, which would include one of the following:
 - The deed on the property.
 - A Current Henry County real estate tax ticket for the property.
 - A current printout from the Commissioner of Revenue's office verifying ownership.
- 4) If you haven't completed the purchase of the property, you must bring:
 - The sales contract or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing.
- 5) If you want service connected on the property prior to the closing date, you must bring:
 - A letter written and signed by the current property owner verifying early occupancy.
- 6) Your deposit, which varies and is based on services required. The PSA Customer Service Office can give you the amount of your deposit; usually the deposit is \$135 for water or sewer and \$270 for both water and sewer per available unit. In some cases a letter of credit from another metered utility is accepted in lieu of a deposit, as is outlined above. The Customer Service office can provide details on this option.
- 7) A \$25 new account charge.

Your PSA account may be opened in the name or names that appear on your "Proof of Ownership" verification. If additional people are to have access to your account, you must list those people on the PSA's Privacy Policy and Release Form.

2-04 Business Ownership – Items Required to Sign-Up for Service in the Business Name (Exhibit 5)

In order to sign up for water and/or sewer service for a business when that business owns the location in which you operate the

business, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) Your Federal Tax ID Number, or if a personally owned business, your Social Security Number on any official, pre-printed document which shows your name and Social Security number or Federal Tax ID number.
- 2) Proof of ownership, which would include one of the following:
 - The deed on the property.
 - A current Henry County real estate tax ticket for the property.
 - A current printout from the Commissioner of Revenue's office verifying ownership.
- 3) If you haven't completed the purchase of the property, you must bring:
 - The sales contract or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing.
- 4) If you want service connected on the property prior to the closing date, you must bring:
 - A letter written and signed by the current property owner verifying early occupancy.
- 5) Your deposit, which varies and is based on services required. The PSA Customer Service Office can give you the amount of your deposit. Usually the deposit is \$135 for water or sewer and \$270 for both water and sewer per available unit. In some cases a letter of credit from another metered utility is accepted in lieu of a deposit, as outlined above. The Customer Service Office can provide details on this option.
- 6) A \$25 accounting fee.

Your PSA account may be opened in the name or names that appear on your "Proof of Ownership" verification. If additional people are to have access to your account, you must list those people on the PSA's Privacy Policy and Release Form.

2-05 Residence Rental – Items Required to Sign-Up for Service
(Exhibit 6)

In order to sign up for water and/or sewer service for a home which you are renting from another person, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A picture ID.
- 2) A Social Security Number, as indicated on your Social Security card or any official, pre-printed document which shows your name and Social Security number.
- 3) A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord verifying that you are renting the property for which you are signing up for service, and the starting date of that rental. The signed lease or the letter must include the landlord's name, address and telephone number. All persons on the lease must also be on the PSA account, and all persons must come to the PSA office and sign the application before service can be connected.
- 4) A \$25 new account charge.
- 5) Your deposit, which varies and is based on services required. The PSA Customer Service Office can give you the amount of your deposit; in most cases the deposit is \$90 for water or sewer service and \$180 for both water and sewer.

The Public Service Authority strongly suggests that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

2-06 Business Rental – Items Required to Sign-Up for Service (Exhibit 8)

In order to sign up for water and/or sewer service for a business which you operate and are renting the location in which you operate from another person, you must bring with the following items to the Henry County Public Service Authority Customer Service Office:

- 1) Your Federal Tax ID Number, or if a personally owned business your social security number.
- 2) A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord verifying that you are renting the property for which you are signing up for service, and the starting date of that rental. The signed lease or the letter must include the landlord's name, address and telephone number. All persons on the lease must also be on the PSA account, and all persons must come to the PSA office and sign the application before service can be connected.
- 3) A \$25 new account charge.
- 4) Your deposit, which varies and is based on services required. The PSA customer Service Office can give you the amount of your deposit; in most cases the deposit is \$135 for water or sewer service and \$270 for both water and sewer. The deposit amount is based on three months service(s).

The Public Service Authority strongly suggests that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

2-07 PSA Forms for Other Services

- Privacy Policy and Release (Exhibit 1).
- PSA Board of Directors Bylaws (Exhibit 2)
- Electronic Funds Transfer Request (Exhibit 9)
- Service Order Turn-On (Exhibit 10)
- Sewer/Water Agreement (Exhibit 11)
- Sewer/Water Users Agreement and Connection/Service Application (Exhibit 12)
- Social Security Form (Exhibit 13)
- Senior Citizen/Disability - Discount Form (Exhibit 15)

2-08 Deposits/Refunds

The customer deposit varies based on services required. Generally, the deposit is for three months of the base bill for water or sewer service. If the customer owns the property where the service is rendered and the property is in the same name as the account, a letter of credit from another metered utility showing on-time payments in the past 12 months is accepted in lieu of deposit. All rental properties and accounts where the owner's name does not match the name on the account require a deposit.

Deposits for owners are retained for 24 months and then applied to the account if no late payments have been made during the previous 24 months. Deposits can be returned to the account holder in lieu of being applied to the account, if requested by the owner.

2-09 Account Fee

New accounts are charged a new account fee of \$25.00. This covers the cost of inspection and installation of any line work necessary, turning the connection on and the cost of setting up the account in the PSA Business Office.

2-10 Real Estate Agents' Expedited Signups

Real Estate agents who have listings in Henry County can sign up for temporary services at those locations as needed for inspections, etc. The fee is \$25 plus a minimum of one month's service, which is \$30 for water and \$30 for sewer. Please contact the PSA Customer Service Office for more information.

Section 3 Rate Schedules

3-01 Connection and Facility Fees

Facility and connection fees will vary depending on the size of the meter used.

<u>Meter Size</u>	<u>Water Connection Fee</u>	<u>Water Facility Fee</u>	<u>Sewer Connection Fee</u>	<u>Sewer Facility Fee</u>
¾ “ meter	1,000	750	1,000 for	750
1” meter	1,200	1,500	4” lateral	1,500
1-1/2” meter	at cost	10,000	and	11,000
2” meter	at cost	16,000	1,200 for	17,600
3” meter	at cost	30,000	6” lateral	33,000
4” meter	at cost	50,000		55,000
6” meter	at cost	100,000		110,000

3-02 Water Service

- **Residential User** – The minimum monthly water service charge per single family residential unit or equivalent shall be \$30 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$4.70 per 1,000 gallons.
- **Non-Residential User** – The minimum monthly water service charge per non-residential unit or equivalent shall be \$45 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$7 per 1,000 gallons.
- **Institutional User** – The minimum monthly water service per institutional unit or equivalent shall be \$68.50 per month for the 6,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$8.10 per 1,000 gallons.
- **Non-User Service Charge** – Any residential, non-residential or institutional customer having been granted a non-user exemption as a result of a bond issue condition shall not be required to discontinue the use of its private well system or domestic water system but shall be required to pay a non-user service charge. The monthly non-user service charge shall be \$7.20 and will be subject to annual review.

- **Bulk Hydrant Water Sales** – The PSA also allows for water purchases to be taken directly from one of our hydrants. The client must have pre-approval from Customer Service for these withdrawals from specific hydrants. The rate is \$7.25 per thousand gallons. Contact the Customer Service Office for more information.

3-03 **Sanitary Sewage Service**

- **Residential User** – The minimum monthly sewer service charge per single family residential unit or equivalent shall be \$30 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$4.70 per 1,000 gallons.
- **Non-Residential User** – The minimum monthly sewer service charge per non-residential unit or equivalent shall be \$45 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$7 per 1,000 gallons.
- **Institutional User** – The minimum monthly water service per institutional unit or equivalent shall be \$68.50 per month for the 6,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$8.10 per 1,000 gallons.
- **Non-User Fees** - Any residential, non-residential or institutional customer having been granted a non-user exemption as a result of a bond issue condition shall not be required to discontinue the use of its private or domestic sewer system but shall be required to pay a non-user fee. The monthly non-user fee shall be \$7.20 and shall be subject to annual review.

3-04 Disability Discount

The Public Service Authority offers discounts for citizens who are on permanent disability if they own or lease the property in which they reside. Discounts are offered for water, sewer and non-user; however, the primary residence is the only eligible facility, and the account must be in the name of the customer receiving the discount. In order to receive the disability discount, the customer must provide adequate documentation showing their disability letter or insurance disability certificate in order to receive the disability discount. The current discount is \$7.00 per month for water and \$7.00 per month for sewer. If the applicant is paying a non-user fee, the discount is \$7.20 per month. The disability discount form is included as Exhibit 15. *(amended and effective 7/01/14)*

3-05 Summer Sewer Program

The Summer Sewer Program allows customers to avoid some sewer charges during the months when they traditionally consume a lot of water for outdoor use. Since that water doesn't go through the PSA's sewer system, the customer doesn't face additional sewer charges for it. Any residential customer who has water and sewer services is qualified for the summer sewer rate. The customer can contact the PSA Business Office by phone, e-mail, mail, or in person and request to participate in the summer sewer program. Once summer sewer is set up on their account, it is not necessary to request the service the next year - it will automatically be reset for the next year.

Summer sewer is calculated based on the customer's average usage during the winter months. Once calculated, a flat sewer charge based on the average winter usage is set to the customer's account from April to October, thus allowing the customer to use additional water outdoors without paying additional sewer charges. Any additional water usage beyond the customer's winter average will be charged to the customer's water service only.

Section 4. Payment and Billing Policies

4-01 Billing Date

Customer bills are mailed monthly and should arrive during the first week of each month.

4-02 Payment Date

Payments are due in the business office on the 20th of each month, unless that date falls on a holiday or weekend. In those instances payment is due by the following business date.

4-03 Payment Options

- Customers who choose to mail their payment are encouraged to do so approximately three to five business days before the due date. Postmarks are not honored and payments are posted when received in the business office.
- Customers may pay bills in person at the business office located on the 2nd floor of the County Administration Building. Payments made in person are posted the same day received.
- Drop Box – A drop box for payments is located near the entrance to the County Administration Building. Payments made after 8:00 am using the drop box are posted the next business day.
- Carter Bank and Trust – Payments made at Carter Bank and Trust should be made at least three business days before they are due in order to allow sufficient time for payments to reach the business office by the due date.
- Electronic Fund Transfer – Payments made through electronic fund transfer are debited from the customers account on the 16th of each month. If that date falls on a weekend or holiday, the debit would occur on the next business day. Customers utilizing the electronic fund transfer option will receive a bill by mail with the date noted on the bill when payment will be drafted from their account.

- Customer may pay their bills on line at www.henrycountyva.gov or by phone at 1-877-318-5909. A third party is used for this payment option and there is a fee of \$2.95 per transaction, with transactions being limited to \$200.00.

4-04 Meter Reading

Meters are read monthly except in cases of unusual circumstances such as inclement weather, staffing shortages, etc. wherein the bill may be estimated and an adjustment made as soon as the meter can be read in the next billing cycle. Approximately half of the water meters are read electronically through the use of hand held computers. Sewer charges are assessed based on water consumption.

4-05 Penalties and Interest

If payments are not received in the business office on the 20th day of each month a late payment fee of 10% is applied on the amount due that month.

4-06 Return Check Policy

If a bank returns a check a \$25.00 service charge will be assessed on the customer's account. Service may also be interrupted in accordance with the delinquent account policy. If a check is returned to the PSA, payments must be made in cash, money order, or certified check. If two or more returns occur within a twelve month time period, the customer will be placed on a "cash only" basis for the next twelve months.

4-07 Water Bill Adjustments Due to Leaks

The PSA maintains and will repair any water system problem that occurs between the water main and a point on the meter box outlet pipe 12 inches outside the water meter box. Any leak that occurs beyond 12 inches from the meter box is the customer's

responsibility to repair. The customer may request an adjustment to the bill under the following conditions:

- 1) The current monthly bill is more than 150% of the average bill for the last 12 months.
- 2) A customer provides proof acceptable to the PSA that water was lost between the meter and the appropriate outlets.
- 3) The water lost was not due to negligence of the owner/occupant.
- 4) The loss was discovered since the last bill.
- 5) The point of loss was repaired within a reasonable time of discovery and prior to the request for adjustment.
- 6) The cause of the problem, the repairs made, and receipts for materials or an invoice from a qualified repairman or plumber shall be submitted.
- 7) Burden of proof is on the customer to prove 1-6 to the satisfaction of the PSA.
- 8) If the PSA is satisfied the customer has met the burden of proof, the PSA shall reduce the overage by 50% based on average usage.
- 9) Only one adjustment shall be allowed in any twelve-month period.

4-08 Re-reads of Meter

As a courtesy the PSA will re-read a customer's meter upon request when the customer believes the meter reading is incorrect not to exceed one re-read in any twelve month period. The PSA also will come without charge to test the accuracy of any meter upon the request of the customer provided the customer does not request such test more frequently than once in a twelve month period. If more frequent re-reads or tests are requested, the customer will be charged \$30.00 for each re-read or test, refundable only if the registration of the meter exceeds 105%.

4-09 Meter Replacement Policy

The performance of the water meter is considered to be acceptable when it does not register more than 5% fast or slow in a calibrated test. Meters will be replaced by the PSA only if found to be defective in accordance with the standard. Should the customer request a meter be replaced that is within the standards of accuracy, the customer will be charged the actual costs of the meter.

4-10 Place of Payment

All bills are payable in the Customer Service office of the PSA located on the second floor of the County Administration Building, 3300 Kings Mountain Road, Suite 214. Mailing address is P. O. Box 69, Collinsville, Virginia 24078.

4-11 Electronic Fund Transfer

Customers have the option of making payments through electronic fund transfer. Such payments are debited from the customer's credit account around the 16th day of each month. Customers utilizing the electronic fund transfer option will receive a bill by mail with the date noted on the bill when payment will be drafted from their account. The electronic fund transfer form is included as Exhibit 9.

4-12 Drop Box Payments

Payments can be made using the drop box located in the parking lot of the County Administration Building located at 3300 Kings Mountain Road and are posted the next business day if dropped after 8:00 am.

4-13 Payment at Particular Banks

Payments can be made at Carter Bank and Trust and should be made at least three business days before they are due in order to

allow sufficient time for payments to reach the business office by the due date. Customers must submit their current payment stub to the bank and pay the amount listed on the payment stub in order to use this option.

4-14 On-line or by Phone Payments

Customer may pay their bills on line at www.henrycountyva.gov or by phone at 1-877-318-5909. A third party is used for this payment option and there is a fee of \$2.95 per transaction, with transactions being limited to \$200.00.

Section 5. Service Termination/Reconnect Procedure

Service may be disconnected on those accounts which are more than 30 days past due.

5-01 Payment Requirements

Service disconnected for non-payment will be restored following cash payment of the entire account balance, reconnection fees, and deposits. (Service Disconnection Form: Exhibit 17).

5-02 Reconnection Fees

The reconnection fee is \$20.00 and increases by \$10.00 for each subsequent reconnection in any twelve-month period up to a maximum of \$50.00. For example, the first reconnection fee within a twelve-month period will be \$20.00, the second \$30.00, the third \$40.00, and the fourth and each subsequent reconnection fee \$50.00.

5-03 Deposits

For all residential customers disconnected due to non-payment and without a deposit on their account, a deposit will be required for reconnection in the amount of three months of the base bill for

water and/or sewer service. For all non-residential customers, a deposit that totals three months of their average bill over the previous 12 months will be required. All existing deposits must be brought up to the current rate schedule.

5-04 Timeline for Service Restoration

Service is generally restored the next business day after payment. The PSA will restore service as quickly as possible in the order that payment is received.

If the PSA attempts to restore service and the meter is turning due to water running in the home/business, etc., service will be immediately turned off and a card will be left notifying customer of situation. The PSA will return the next business day to attempt to restore service.

5-05 Same-Day Reconnections

If a customer desires to guarantee reconnection on the same day that payment is made, the customer can elect to pay a fee of \$50.00 to ensure reconnection that day. However, the PSA will make one attempt to reconnect under this policy; if the technician determines that water in the structure is running after reconnection, the technician will again disconnect the service and leave a card notifying the resident of the issue. This fee represents the actual cost of on-call personnel responding to a specific address; therefore, if the technician has to disconnect under the circumstances outlined above, there will no be reimbursement of the \$50 fee.

Section 6. Delinquent Account Collection Procedures

6-01 Current Customers

Each monthly billing statement indicates whether a payment is past due from a previous bill. Any past due charges, including penalties and interest that total \$10.00 or greater, are subject to

service interruption. This would require the customer to follow reconnection policies to reinstate service. Upon receiving the monthly statement the customer should contact the Business Office if the customer believes the past due charges are incorrect. Customers who have previously entered into a repayment agreement with the Public Service Authority for a past due balance are required to pay the current bill in addition to the amount specified in the repayment agreement in order not to have service interrupted.

6-02 Prior Customers With Outstanding Balances

If the PSA can identify a valid billing address for prior customers then a finalized statement for delinquent charges will be sent for the past due amount. For balances over \$500.00 the collection will be referred to the General Counsel for collection and payment of any cost and legal fees.

6-03 Landlord Liability

The Virginia Water and Waste Authorities Act provides that a landlord, under certain circumstances, is liable for the payment of delinquent water/sewer charges incurred by a tenant. Such liability, where it exists, would only apply to three delinquent billing periods, which together shall not exceed a period of ninety days. Notwithstanding the existence of such liability the PSA will attempt to first collect the past due fees from the delinquent tenant. The PSA shall not deny service to a new tenant who is requesting service at a particular property address based upon the fact that a former tenant has not paid any outstanding fees and charges charged for the use and services in the name of the former previous tenant.

6-04 Lien for Charges (deleted as of 1-22-2013)

6-05 Collection by the County Treasurer

The PSA may contract with the Treasurer of Henry County to collect delinquent charges in the same manner as unpaid real estate taxes.

Section 7. Payment, Billing, and General Customer Service Appeals Process

If a customer is not satisfied with the decision of the customer service division and decides to appeal the decision, the first avenue of appeal is to the Deputy Director of Finance. Next is the Director of Finance, Assistant General Manager, General Manager, and finally to the PSA Board of Directors. Customers appealing a decision to the PSA Board must notify the General Manager at least 5 days prior to the next scheduled meeting of the Board and supply detailed information concerning the basis of the appeal and relief sought. The PSA Board of Directors generally meets the third Monday of each month at 6 p.m. in the fourth floor conference room of the County Administration Building.

Section 8. Installment Payments for Connection Fees

8-01 Introduction

During construction of new projects which will serve multiple facilities, the PSA may promote participation in the project by financing the water/sewer connection fee with interest over a period of time, resulting in monthly installments until the balance is paid. The exact term and interest rate shall be set by the PSA on a project-by-project basis (Installment Agreement Exhibit 21).

Section 9. Authority Service Extension

Service extensions by the PSA are dependent on available funding, either through the PSA Budget or through outside funding agencies. Service extensions generally are not considered

unless the client base is adequate to pay for the cost of the extension. For specific projects, please contact the PSA office.

Section 10. Service Extension by Developer/Owner

10-01 Introduction

The PSA will accept water and sewer system extensions serving a new project area or subdivision if constructed by the developer/owner in accordance with the conditions set forth in this section. It is developer's sole responsibility and expense to complete each of the requirements and to provide the PSA an opportunity to inspect the system to ensure conformity with PSA Rules and Regulations.

10-02 Warranty

The developer/owner warrants for a period of one-year that the water/sewer system installed is in accordance with the PSA Rules and Regulations and approved as-built plans. The developer/owner warrants that the said system meets or exceeds all Federal, State, and local specifications required; and developer/owner will be responsible for any defects or damages including consequential damages caused by material, workmanship or design on the project for a period of one-year from the date of acceptance by the PSA. The developer/owner warrants that if any portion of the project is not in conformity, the developer/owner at his expense will make the necessary modifications to bring the project in compliance. The developer/owner must warrant there are no liens of any description on the property transferred as real, personal or mixed and should any such be discovered the developer/owner will hold the PSA harmless and will satisfy the lien.

10-03 Documentation

Is the developer's/owner's responsibility to have the proper deeds, bills of sale, etc., transferring said ownership to the PSA prepared

and delivered to the PSA with a check for recording cost. The PSA will review the documents and if they are found to be complete and in good order, they will be recorded. If in the opinion the PSA or its General Counsel that documents are insufficient for any reason, developer/owner shall take the necessary steps to correct the defects. Transfer and acceptance shall be deemed complete upon recording of all documents. (Application for Acceptance of Water/Sewer System Extension Exhibit 18).

10-04 Principal Contact

The Right-of-Way Agent shall be the principal contact concerning any questions concerning the process of transferring systems built by developers to the PSA. The phone number is 634-2570.

Section 11. System Acquisition Policy

The Director of Engineering shall be the contact concerning any questions of system acquisition. The phone number is 634-2559.

Section 12. Cross-Connection/Backflow Prevention Program

The PSA's Special Projects Coordinator shall be the contact concerning any questions of backflow prevention or cross connections. The phone number is 634-2503.

12-01 Introduction

Pursuant to the Virginia Department of Health's Waterworks Regulations, the PSA is responsible for establishing and enforcing a program for cross-connection control and backflow prevention program. The objective of this program is to protect PSA Waterworks from the possibility of becoming contaminated from existing and potential cross-connections between the customer's potable water systems and non-potable water systems. The objective will be accomplished by elimination or control of existing or potential of cross-connection and backflow hazards, by isolating within the customer's plumbing system of any contaminants

which could, under adverse conditions, backflow through uncontrolled cross-connections into the PSA waterworks, and by inspection on the timely and systematic basis of potential hazards and install cross-connection control devices.

12-02 Principal Contact

The Special Projects Coordinator shall be the principal contact concerning any questions about the standard construction specifications. The phone number is 634-2503.

Section 13. Pre-Treatment Regulations

13-01 Introduction

The Pre-Treatment Regulations shall mean those regulations adopted by the PSA consists with Title 40 of the Code of Federal Regulations (40CFR) Part 303 General Pre-Treatment Regulations and comparable regulations of the Virginia Department of Environmental Quality, Water Programs.

13-02 Principal Contact

The Director of Regulatory Compliance and Technical Applications shall be the principal contact concerning any questions about the pre-treatment regulations. The phone number is 634-2540.

Section 14. Standard Construction Specifications

14-01 Introduction

The standard construction details, specifications, and materials standard approved by the Authority shall be followed for all water and sewer projects unless specific deviation there from is authorized in writing by the PSA. Water System Specifications are governed by the Virginia Department of Health and Wastewater Specifications are governed by the Virginia

Department of Environmental Quality. (Standard Specifications dated January 6, 2004: Exhibit 16).

14-02 Principal Contact

The Director of Engineering shall be the principal contact concerning any questions about the standard construction specifications. The phone number is 634-2559.